

In the Claims:

1. (Original) In a testing system, a method for routing a plurality of in-coming inquiries initiated by a plurality of users, each of said users having previously provided a specimen for evaluation to a testing facility prior to making an incoming inquiry, said evaluation of said specimen yielding test result information, said test result information being associated with a personal identification code, said personal identification code being associated with a code database comprising a plurality of codes in which at least one sub-set of said plurality of codes is associated with a code lot, the method comprising the steps of:

receiving an inquiry initiated by one of said users;

prompting said user to transmit said personal identification code;

receiving said personal identification code;

determining whether said personal identification code input by said user is associated with a code lot;

from among a plurality of inquiry handlers, including at least one inquiry handler associated with said code lot, selecting an inquiry handler associated with said lot if said personal identification code is determined to be associated with said lot; and

routing said inquiry to the selected inquiry handler.

2. (Original) A method according to claim 1, further comprising the step of retrieving in response to said personal identification code test result information associated with said personal identification code.

3. (Original) A method according to claim 2 further comprising the step of providing said test result information to said user.

4. (Original) A method according to claim 2, wherein said step of retrieving test result information is performed prior to routing said inquiry to said selected inquiry handler.

5. (Original) A method according to claim 1, wherein said code database includes a plurality of code lots.

6. (Original) A method according to claim 5, wherein at least two of said code lots are exclusive of common codes.

7. (Original) A method according to claim 1, wherein for at least one code lot, said plurality of inquiry handlers includes a plurality of inquiry handlers associated with said code lot, said method further including the step of selecting an inquiry handler from among the plurality of inquiry handlers associated with said lot.

8. (Original) A method according to claim 7, the method including the step of selecting one of said inquiry handlers associated with said lot based upon said test result information.

9. (Original) A method according to claim 8, wherein said plurality of inquiry handlers for said lot includes at least one live inquiry handler and at least one automated inquiry handler.

10. (Original) A method according to claim 1, wherein said inquiry is made via electronic communication.

11. (Original) A method according to claim 3, wherein said test result information is provided to said user via electronic communication.

12. (Original) A method according to claim 1, wherein some of the codes in said code database are not associated with a lot, said plurality of inquiry handlers including at least one non-lot-specific inquiry handler.

13. (Original) A method according to claim 12, said plurality of inquiry handlers including a plurality of non-lot-specific inquiry handlers, the method including the step of selecting one of said non-lot-specific inquiry handlers if it is determined that said personal identification code input by said user is not associated with a lot.

14. (Original) A method according to claim 13, the method including the step of selecting one of said non-lot-specific inquiry handlers based upon test result information.

15. (Original) A method according to claim 1, wherein said code database comprises a plurality of code lots, wherein at least one of said plurality of inquiry handlers is associated with plural code lots.

16. (Original) A method according to claim 1, wherein said specimen is a medical specimen and said evaluation is a medical evaluation.

17. (Original) A method according to claim 16, wherein said evaluation is an evaluation for HIV.

18. (Original) A method according to claim 16, wherein said evaluation is an evaluation for hepatitis.

19. (Original) A method according to claim 1, wherein said specimen is an environmental specimen and said evaluation is an environmental evaluation.

20. (Original) A method according to claim 1, wherein said plurality of inquiry handlers comprises at least one common inquiry handler provided with instructions associated with said code lot, wherein said step of selecting an inquiry handler comprises selecting instructions for said common inquiry handler.

21-83. (Withdrawn)